

2003-05 Performance Progress Report

For Quarter Ending 6/30/2004

Agency 160

Office of Insurance Commissioner

Mission

To protect consumers, the public interest, and our state's economy through fair and efficient regulation of the insurance industry.

Goal Protect and educate consumers.

Performance Measure Amount recovered for consumers as a result of OIC intervention.

* SW6-Improve the economic vitality of businesses and individuals.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	\$2,941,750	\$2,941,750	\$2,941,750	\$2,941,750	\$2,941,750	\$2,941,750	\$2,941,750	\$2,941,750
Actual	\$3,125,267	\$7,639,718	\$4,594,734	\$4,615,963				
Date Measured	9/30/2003	12/31/2003	3/31/2004	6/30/2004				

Performance Measure Number of consumer inquiries received and answered.

* SW4-Improve the health of Washington's citizens.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	90,550	80,050	78,050	78,050	90,550	80,050	78,050	78,050
Actual	57,050	48,871	57,313	57,404				
Date Measured	9/30/2003	12/31/2003	3/31/2004	6/30/2004				

Goal Promote a healthy insurance climate that meets consumer needs.

Performance Measure Number of financial and market conduct examinations of insurers completed.

* SW6-Improve the economic vitality of businesses and individuals.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	14	14	14.5	15	14	14	15.5	16
Actual	9	3	0	6				
Date Measured	9/30/2003	12/31/2003	3/31/2004	6/30/2004				

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Performance Measure Number of provider network filings analyzed.

* SW4-Improve the health of Washington's citizens.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	0	0	0	64	96	96	96	96
Actual	0	0	0	205				
Date Measured	9/30/2003	12/31/2003	3/31/2004	6/30/2004				

Goal Measurably improve customer service, access, and satisfaction.

Performance Measure The average number of days required to process properly completed requests for licenses, appointments, and affiliations.

* SW6-Improve the economic vitality of businesses and individuals.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	18	15	13	10	9	8	5	5
Actual	20	20	17	22				
Date Measured	9/30/2003	12/31/2003	3/31/2004	6/30/2004				